

## **CUSTOMER SERVICE REPRESENTATIVE SERIES**

### **Definition:**

Under varying levels of supervision, performs a wide variety of responsible clerical, account related and public contact work involved with the billing and maintenance of City accounts, the issuance of business permits and the processing of payments for City services; and performs related work as required.

### **Class Titles**

**Customer Service Representative  
Senior Customer Service Representative**

### **Essential Duties and Responsibilities:**

The following responsibilities and essential duties are performed on a frequent and recurring basis by an incumbent. These are not to be construed as exclusive or all-inclusive. Other duties may be required and assigned.

Takes on and off orders for City services by telephone, correspondence and in person at a public counter.

Arranges for the rental of appropriate City facilities and maintains waiting lists as needed.

Processes incoming payments, accepts cash and checks and counts funds received against cash register amounts.

Provides information on City services and the City in general to the public, answers customer questions and resolves concerns/complaints in person, by telephone or in writing.

Explains and interprets rules, regulations and ordinances.

Prepares and mails bills/statements for City services and compiles and prepares periodic activity and usage reports.

Contacts delinquent customers to make arrangements for payment or discontinuance of service.

Maintains account ledgers and assembles information regarding delinquent accounts for possible legal action.

Sorts bills and checks and computes totals and checks amounts received against billings.

Applies proper code provisions and determines the prescribed amount of required fees.

Prepares summary sheets of payments received and maintains associated ledgers.

Issues business permits/licenses and maintains records and files of transactions, issuance and renewal dates.

Accepts, reviews and processes applications for business permits and other services.

Refers applicants to appropriate agencies and departments for other necessary payments, clearances, inspections and approvals and reviews records of other agencies as needed.

Performs a variety of specialized clerical duties and other tasks related to the function of the office or department to which assigned.

Operates a personal computer and applicable software to enter and compile data and produce statistical reports and correspondence.

Opens, stamps and routes mail.

Operates a variety of office machines and equipment.

**Other Duties and Responsibilities:**

Performs other projects/tasks as assigned.

May lift and carry boxes of files and other items weighing 30 pounds or less.

**Class Characteristics:**

Both levels in the series perform the full range of clerical, account related and public contact duties throughout the City in various departments. Positions allocated to the Senior level work under general supervision and have the additional responsibility of training and coordinating the work of a limited number of other employees and/or personally perform the more difficult, technical and sensitive customer service-related duties.

Positions in the Customer Services class series are flexibly staffed; positions at the Senior level are normally filled by advancement from the Customer Service Representative level; progression to the Senior level is dependent on (a) the incumbent meeting the minimum qualifications for the classification including any licenses and certifications; (b) current performance rating of "Exceeds Expectation" or better; (c) at least one year of employment as a Customer Service Representative; and (d) City Manager approval for progression to the Senior level.

Bargaining Group: FMEF

**Qualification Guidelines:**

The following generally describes the knowledge and ability required to enter the job and/or be learned within a reasonable period of time in order to successfully perform the assigned duties:

Customer Service Representative Series

**Customer Service Representative**

**Knowledge of:**

English usage, spelling and grammar.

Basic business math.

Modern office practices, methods, and computer equipment and computer applications related to work, including word processing and spreadsheet software.

General office practices and procedures.

Basic methods and practices of financial, statistical and general recordkeeping and filing.

Receptionist and telephone techniques.

Techniques for providing a high level of customer service by effectively dealing with the public and City staff.

**AND**

**Ability to:**

Perform a wide variety of customer service, clerical and account clerical work.

Respond to and effectively prioritize multiple phone calls and other requests for service.

Make accurate mathematical calculations.

Maintain computerized and manual files and records.

Communicate effectively orally.

Understand and carry out oral and written directions independently.

Operate a computer terminal, personal computer and use applicable software.

Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work

Meet the public with courtesy and tact.

Assemble data and prepare reports.

Read and write at the level required for successful job performance.

Handle job stress and maintain composure when interacting with others.

**Education and Experience:**

Any combination of training and experience, which would provide the required knowledge, skills and abilities is qualifying. A typical way to obtain the required qualifications would be:

Graduation from high school.

**AND**

Two years of general clerical experience involving public contact work to include some money handling experience.

**Senior Customer Service Representative**

**Knowledge of:**

Those items listed under "Knowledge of" for Customer Service Representative and:

Basic principles of leadership and training.

Letter and report writing.

**Ability to:**

Perform those items listed under "Ability to" for the Customer Service Representative and:

Train Customer Service Representatives and related classes.

Perform the more difficult and technical customer service duties with little or no supervision.

Coordinate, direct and organize the work of others.

Apply rules, regulations and policies applicable to the office, work area or department to which assigned.

**Education and Experience:**

Any combination of training and experience, which would provide the required knowledge, skills and abilities is qualifying. A typical way to obtain the required qualifications would be:

Graduation from high school.

**AND**

Two years of increasingly responsible clerical experience at the Customer Service

Representative level.

**Physical Tasks and Working Conditions Include the Following:**

Work is performed in an office and/or public/front counter environment and requires sitting and/or standing for prolonged periods of time and using a computer keyboard and screen. Incumbents deal face to face with the public in situations which can be stressful. An incumbent stands, walks, and may twist, reach, bend, crouch. An incumbent may also grasp, push, pull, drag and lift boxes of files and other office items weighing 30 pounds or less. An incumbent must be able to meet the physical requirements of the class and have mobility, vision, hearing and dexterity levels appropriate to the duties to be performed.

**Special Requirements:**

Type at a speed required for successful job performance.

Must be able to work a flexible schedule to accommodate City needs.

**Other:**

For some positions, bilingual ability is preferred or required.

For some positions, the ability to use a 10 key adding machine by touch is preferred.

**Fair Labor Standards Act Designation:** Non-exempt.

Revised September 2023

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Revised December 1995